

1) CURRICULUM VITAE FOR ERIC MBURU NGUGI



BRIEF:	<p>I am currently looking for the position of a Senior Waiter/ Head Waiter. My last working place was at Sean Connolly Restaurant, Dubai Opera.</p> <p>My responsibilities includes but not limited to</p> <ul style="list-style-type: none"> ❖ Taking the correct food and beverages order. ❖ Coordinating with the junior staff on the floor. ❖ Preparing the Mis en plas for a smooth operation. ❖ Help in serving the food. ❖ Help in checks and bills. ❖ Assisting in reports. ❖ Explaining the menu concept and announcing the dishes to the guests. ❖ Ensuring the guests' satisfaction is guaranteed. ❖ Training the new staff joining. ❖ Making sure the guests have an amazing experience. ❖ Maintaining the standards of service. <p>I have well over 10 years' experience in the Hotel Industry. I have been involved in customer service in various Hotels and Restaurants in several countries, including Kenya, Riyadh and Dubai.</p> <p>Eric is reputed of exemplary service at each of his work station.</p>
PERSONAL DETAILS	
<p style="text-align: center;">Contacts:</p> <p style="text-align: center;">Postal Address: P.O BOX 7413 – 00200, Nairobi, Kenya. Email-Address: enriquemn.mburu9@gmail.com Mobile Telephone: +254 727 2766 95, +254 716 6777 20 Languages Spoken: English and Swahili Passport Number: AK0801866 Date of Birth: July 12 1987 Nationality: Kenyan</p>	
OBJECTIVE	
	<p>A highly dynamic, creative, versatile and committed individual with the ability to work and deliver project assignment on time and quality fashion. I am a good communicator and a team player with the ability to adapt to changes to deliver the desired results.</p>
SKILLSSUMMARY	
	<p>I am proficient in:</p> <ul style="list-style-type: none"> ❖ Hospitality Management ❖ Guest Satisfaction ❖ Micros POS ❖ Both Casual and Fine Dining

	<ul style="list-style-type: none"> ❖ Wines and Spirits ❖ Upselling ❖ Training new colleagues ❖ Menu Development
--	---

PROFESSIONAL CERTIFICATIONS& TRAINING

	<ul style="list-style-type: none"> ❖ <i>Food safety and Hygiene Course</i> ❖ <i>Opening Certificate (Fairmont The Palm 2012)</i> ❖ <i>Problem Resolution Training and Certificate</i> ❖ <i>Team of The 3rd Quarter 2013, Fairmont Palm Jumeirah</i> ❖ <i>Team of The 3rd Quarter 2014, Fairmont Palm Jumeirah</i> ❖ <i>Certificate of Appreciation (General Managers Conference)</i> ❖ <i>Task Force Appreciation (Raffles Dubai 1st Nov -16th Nov)</i> ❖ <i>Up Selling certificate for Voss water</i> ❖ <i>Best Caviar up sell</i>
--	--

EXPERIENCE

FEB 2019 TO JUNE 2021	<p><u>Opened Riq Snacks And Takeaway</u></p> <ul style="list-style-type: none"> ❖ The primary purpose for opening a small sized take away Café was to put my experience in practice. This is located in Nairobi but in a small estate somewhere called Kasarani. ❖ The main objective was somewhere people could pass by and order a burger, soft drinks, freshly squeezed juice (Orange, Pineapple and Mango) and a simple salad to go. So far so good and I have two young lads under me that I do mentor and train. ❖ I oversee the overall management of the café and maintain the standards that are meant to promote the business.
AUGUST 2017 TO DEC 2018	<p><u>Sean Connolly Dubai Opera</u></p> <ul style="list-style-type: none"> • <u>Role Performed: Senior Waiter</u> • <u>Nature/purpose of Role:</u> • <ul style="list-style-type: none"> ❖ Taking beverages order and up selling premium stock ❖ Coordinating with the Junior staff on the floor for better service ❖ Preparing the Mis en plas for an efficient service ❖ Recommendations of the meals we do offer and serving the proper food ❖ Helps in check and bills ❖ Assisting in reports when closing ❖ Explaining the menu concept and announcing the dishes to the guests ❖ Ensuring the guests satisfaction is guaranteed ❖ Helping in Brunch promotions ❖ Training the junior and new staff members where necessary

<p>AUGUST 2016 TILL JUNE 2017</p>	<ul style="list-style-type: none"> ❖ Assigning duties as per the daily Rota ❖ Making sure dietary restrictions are clearly mentioned to chef <p><u>Ruya Restaurant, Grosvenor Hotel Dubai.</u></p> <ul style="list-style-type: none"> • <i>Role Performed:</i> <u>Senior Waiter</u> • <i>Nature/purpose of Role:</i> <ul style="list-style-type: none"> ❖ Taking beverages order and up selling premium stock ❖ Coordinating with the Junior staff on the floor for better service ❖ Preparing the Mis en plas ❖ Order taking and serving the food ❖ Helps in check and bills ❖ Assisting in reports ❖ Explaining the menu concept and announcing the dishes to the guests ❖ Ensuring the guests satisfaction is guaranteed ❖ Doing the Inventory each end month ❖ Training new joiners <p><u>Jean Georges Restaurant, Four Seasons Resort</u></p> <ul style="list-style-type: none"> • <i>Role Performed:</i> <u>Lead Server</u> • <i>Nature/purpose of Role:</i> <ul style="list-style-type: none"> ❖ Taking beverages order ❖ Coordinating with the captains on the floor ❖ Preparing the Mis en plas ❖ Help in serving the food ❖ Helps in check and bills ❖ Assisting in reports ❖ Explaining the menu concept and announcing the dishes to the guests ❖ Ensuring the guests satisfaction is guaranteed ❖ testing, support and documentation of Jethro new products; • <i>Scope:</i> Dubai
<p>OCTOBER 2012- APRIL 2015</p>	<p><u>Fairmont The Palm, Dubai</u></p> <ul style="list-style-type: none"> • <i>Role Performed:</i> <u>Lead Server</u> ❖ <i>Nature/purpose of Role:</i> Among the various purposes are, welcoming the guests, coordinating the section with the service team, taking food and drink orders, making sure the right order gets to the guest table, quality check of the food for each guest, training new colleagues, making sure the right standards are met, upselling wines, willow stream products and shisha in the beach club, assisting in handling reports and reporting to the manager for any misshapen. • <i>Scope:</i> Dubai
	<p><u>Raffles Dubai (Crossroads Lounge, Task Force)</u></p>

NOV 2012	<ul style="list-style-type: none"> • <i>Role Performed:</i> <u>Lead Server</u> ❖ <i>Nature/purpose of Role:</i> Welcoming guests, taking orders, serving food and drinks, opening and closing the bar and lounge, handling reports, organizing the shisha area, helping in coal refilling, running the food from the kitchen, assisting the bartender with dispensing drinks, learning the menu and explaining to the guests about different offers. • <i>Scope:</i> Dubai
SEPT 2011 – JUNE 2012	<p><u>Sarova Stanley Hotel</u></p> <ul style="list-style-type: none"> • <i>Role Performed:</i> <u>Lead Server</u> (Banqueting Department) ❖ <i>Nature/purpose of Role:</i> Preparing the buffet table, wiping the cutlery, welcoming guests, serving guests, cleaning the tables, rearranging the ballroom, wine & finger foods pass arounds, refilling bar fridges, assisting in stock tacking and making the guest experience memorable. • <i>Scope:</i> Kenya
JULY 2010 – APRIL 2011	<p><u>Trader Vic's Restaurant Riyadh</u></p> <ul style="list-style-type: none"> • <i>Role Performed:</i> <u>Captain</u> ❖ <i>Nature/purpose of Role:</i> Making/setting the tables, cleaning/wiping the cutlery, wiping the glasses, taking the food order, serving appetizers/main course, clearing the tables, resetting the tables, upselling the drinks, setting the bar when it opens, making the Mis en plas, handling reports • <i>Scope:</i> Riyadh
JAN 2010 – JUNE 2010	<p><u>Corner Affair Bistro Restaurant</u></p> <ul style="list-style-type: none"> • <i>Role Performed:</i> <u>Lead Server</u> ❖ <i>Nature/purpose of Role:</i> Making/setting the tables, cleaning/wiping the cutlery, wiping the glasses, taking the food order, serving appetizers/main course, clearing the tables, resetting the tables, upselling the drinks, setting the bar when it opens, making the Mis en plas, handling reports • <i>Scope:</i> Kenya
JUNE 2009 – DEC 2009	<p><u>Pride Inn Restaurant</u></p> <ul style="list-style-type: none"> • <i>Role Performed:</i> <u>Server</u> ❖ <i>Nature/purpose of Role:</i> Making/setting the tables, cleaning/wiping the cutlery, wiping the glasses, taking the food order, serving appetizers/main course, clearing the tables, resetting the tables, upselling the drinks, setting the bar when it opens, making the Mis en plas, handling reports • <i>Scope:</i> Kenya

EDUCATION	
2009	▪ Global Institute of Tourism and Management Studies – Certificate in Sales and Marketing(Stage I and II)
2008	▪ Internal World Computer – Diploma in Computer Applications
2005	▪ Kangema High School – Kenya Certificate of Secondary Education
2001	▪ Bishop Mahia-ini Academy – Kenya Certificate of Primary Education

REFEREES	
	<ol style="list-style-type: none"> 1. Mr. Brad Warnock Restaurant Manager, Sean Connolly at Dubai Opera Phone No. +971 50 289 7852 Email Address: bwarnock@seanconnollydubai.com 2. Mr. Ioannis Parcharidis Fairmont The Palm Manager, Phone No. +971 52 824 2430 Email Address: ioannis.parcharidis@fairmont.com

Signature of CV Holder

Date

08th November,2021



I, the undersigned, certify that the above data correctly describes my qualifications, my experience, and myself; and I confirm my availability for the proposed position should I be offered the opportunity.

Eric Mburu Ngugi.